

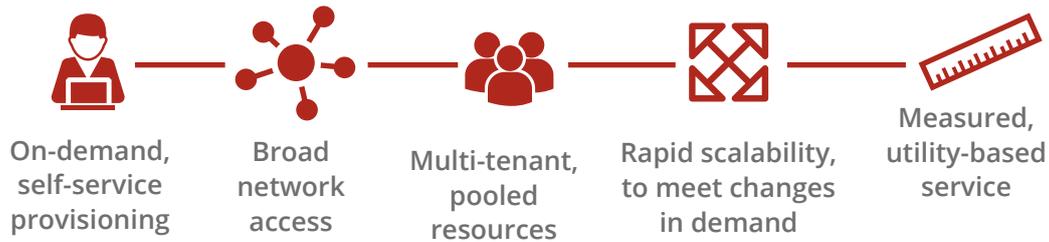
CLOUD ADOPTION

A BEST PRACTICE GUIDE TO IT



Although the concept of Cloud computing has been around for a while, it is the last 5 years that have seen it enjoy a sustained and progressive increase in adoption. In 2015, 95% of organisations were utilising at least one Cloud service, with the vast majority (70%) of them planning to increase their use over the coming year. (Source: Cloud Industry Forum 2016)

The core principles of Cloud computing have remained unchanged since NIST published their final definition in 2011. Part of the definition was the identification of **5** essential characteristics:



The compelling reasons why organisations are moving essential IT and communications to the Cloud are obvious and have received a lot of coverage. 90% of organisations that have moved to the Cloud say they are happy with the results and have experienced tangible benefits in the form of improved flexibility, scalability, security, resilience and speed of access to essential data and applications.

It is rare to find any organisation that relocates everything to the Cloud, but for certain services it makes a lot of sense. This is why the majority of organisations (71%) are adopting a hybrid approach to Cloud that features components of public Cloud, private Cloud and on-premises technology.

Wherever you are on your journey to the Cloud, here is some best-practice advice if you are to generate the most value for your organisation.

UNDERSTAND THE BUSINESS CASE FOR CLOUD

In 2015, 70% of IT spend originated outside of the IT department. As line-of-business operations drives IT spend, they expect business outcomes from their investment in technology.

Macro-economic conditions have led to uncertainty in many markets. Without long-term predictable trends, strategic planning becomes more short-term and reactive. Organisations have had to become more agile in order to cope with frequent changes in demand for products and services.

Organisations are eschewing capital expenditure on major IT projects in favour of amortising costs over the lifetime of the technology. Operational expenditure is more predictable and can scale alongside periods of positive or negative growth.

IT is no longer a bit-part player within the organisation. The majority of business processes and operations are wholly dependent upon the critical IT and communications technology that supports them. Technology has transformed from an inhibitor to an enabler.

The rapid adoption of flexible working, BYOD and mobility have seen users come to expect ubiquitous access to critical data and applications anywhere, any time and on any device.

WHAT CAN YOU, OR SHOULD YOU, OUTSOURCE?

Each and every organisation has a unique set of objectives and requirements. These, naturally, impact on the role IT plays within the organisation and where it is best to locate your technical assets. The Cloud has transformed the way we provision IT, but it is not the only solution and not every Cloud solution is applicable to every organisation.

If your servers need to be based on-site for security or compliance reasons, it doesn't make sense to add latency to your infrastructure by hosting your storage elsewhere. If, however, your organisation features multiple locations and a centralised email and file server, it can easily be outsourced to a Cloud service provider.

Similarly, if you have recently invested in the on-premises infrastructure to provide email and other critical services, it isn't practical to move everything to the Cloud until you have realised a return on your investment. However, collocating critical servers in the Cloud would provide valuable systems resilience; as would locating back-up and disaster recovery services in the Cloud.

CONCENTRATE ON WHAT YOU DO BEST

As we have become more dependent on technology to support day-to-day operations, access to the right technical and business support services have become more important. If IT is not a core competency of your business, you need to decide what the best way to access these services is.

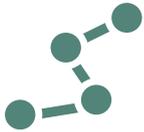
The increasing complexity and diverse range of skills required to run IT is making resourcing skills more challenging. Outsourcing enables organisations to become selective in terms of which skills they keep in house and which should leverage external resources.

One of the benefits of outsourcing is that it provides you with access to all the latest technologies. Your service provider is invested in providing the best hardware and software available. They are more likely to be early adopters of new technologies and can pass the performance benefits on to you.

CHOOSING A PARTNER

The Cloud and IT service provider market is a competitive one. With so many systems integrators, service providers, data centres, value-add resellers and outsourcers to choose from, how can you make sure you pick the right partner?

Here are a few questions you should ask potential service providers:



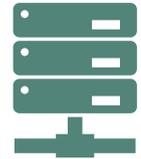
WHAT SUPPORT SERVICES DO THEY PROVIDE TO ENSURE A SMOOTH MIGRATION PATH TO THE CLOUD?



CAN THEY INTEGRATE ON-PREMISES, COLOCATION AND CLOUD IN TO A SINGLE SERVICE?



CAN THEY INTEGRATE MULTIPLE CLOUD SERVICES IN TO A SINGLE EASY TO USE INTERFACE?



DO THEY OWN THEIR OWN DATA CENTRES?



WHERE ARE THEY PHYSICALLY LOCATED



WHAT BACK-UP FAILOVERS SYSTEMS ARE IN PLACE?



DO THEY OFFER A FLEXIBLE RANGE OF PACKAGES, WITH INSTANT SCALABILITY?



WHAT ARE THEIR SECURITY SYSTEMS AND PROCEDURES?



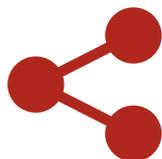
WHAT IS THE EXIT PROCESS, SHOULD YOU CHOOSE TO CHANGE SUPPLIERS IN THE FUTURE?



WHAT AVAILABILITY IS GUARANTEED AS A PART OF THE SERVICE LEVEL AGREEMENT?



DO THEY HAVE A TRANSPARENT AND SIMPLE PRICING MODEL WITH NO HIDDEN EXTRAS?



DO THEY HAVE A DIVERSE CONNECTIVITY PORTFOLIO TO YOUR CARRIER(S) OF CHOICE?



DO THEY OFFER COMPLIMENTARY CLOUD MANAGED SERVICES?

CONNECTIVITY

The rise of big data applications and media-rich communication and collaboration tools places an emphasis on high-performance, high-bandwidth connectivity. In order to make the most of the benefits of Cloud computing, organisations need to enjoy available, reliable access to the internet.

The UK has benefited from billions of pounds of network infrastructure investment over recent years; bringing high-bandwidth Ethernet connectivity to every corner of the country.

There are still a range of connectivity options available to choose from, including Ethernet, Fibre, EFM (Ethernet First Mile), FTTC (Fibre to the Cabinet) ADSL and GEA (Generic Ethernet Access). The one that best suits you will be determined by the bandwidth and data demands of your organisation.

Look for a service provider that offers a range of data connectivity options, including MPLS, VPLS and point-to-point services. If you are in the public sector, then make sure they offer IL2, PSN and CAS(T) compliant services.

MAKE THE MOST OF WHAT THE CLOUD HAS TO OFFER

If Cloud is the right choice for your organisation, there are a broad range of services that can be provisioned on a utility-based, pay-as-you-go / pay-as-you-grow basis.



**PUBLIC, PRIVATE
& HYBRID CLOUD**



**CLOUD
STORAGE**



**EMAIL HOSTING
& ARCHIVING**



**BACK-UP &
DR-AS-A-SERVICE**



COLOCATION



**SOFTWARE
-AS-A-SERVICE
(Inc Hosted MS Apps)**



**VIRTUAL
NETWORKING
(IP-VPN)**



**UC &
COLLABORATION
SERVICES**



**CONTACT CENTRE
-AS-A-SERVICE**



**HOSTED
TELEPHONY**



**HOSTED
DESKTOP**

LEVERAGE THE FLEXIBILITY OF THE CLOUD

As your organisation grows, or you seek to integrate new services, the Cloud can provide a flexible, scalable environment in which to test and provision new technology.

The Cloud is ideal if you need to provision new servers, applications or storage for a short-term project; or if you need to add capacity during unexpected peaks of demand. Adding new users and sites to your current network can be achieved quicker and without up-front investment via the Cloud.

If you want to test new services or technologies, you can do so without the burden of ownership. Your Cloud service provider will assume the financial risk associated with emerging technologies and you can test within a controlled environment for a limited period of time – until you have decided if it is right for your organisation and without the need for complex integration works.

MAINTAIN COMPLIANCE

Data security and adherence to regulatory controls have become part of everyday operations. We are all subject to the terms of the data protection act and new EU network security legislation is just around the corner. Perhaps you are governed by industry-specific compliance, such as the FCA, or activity-based regulations, such as PCI DSS.

The security and location of your Cloud service provider's facilities will have an impact on your continued compliance. Theoretically, your data could be stored anywhere in the world, if regulations dictate your data must be held within the UK for data protection purpose, you will need to specify this to your service provider.

Physical and digital security of the data centre plays an important role in maintaining compliance – make sure your service provider complies with ISO27001 and includes 24/7 monitoring, multi-factor authentication and robust data encryption.



WHY ONI?

Established in 1992, ONI plc is a leading provider of IT solutions and services to both public sector and commercial markets. Privately owned, we offer a comprehensive range of on-site, cloud and hybrid technology solutions.

We have worked hard to establish ourselves as a centre of excellence for digital transformation, but we're not resting on our laurels. We have ambitious plans for even further growth over the coming years, which will see us increasing both our capacity and range of services. Keen adopters of new technologies, we are proud of our reputation as innovators.

Our expertise already spans core network infrastructure, unified communications and collaboration, contact centre solutions, data centre services, connectivity and cybersecurity.

ONI cloud services are delivered from our own Tier 3+ Data Centre, located in the South East of England, and include infrastructure, disaster recovery, UC, collaboration and contact centre solutions as-a-service.

ONI is committed to providing our customers with the availability, performance and agility required to transform their business. It's what we call Business Assured and comprises three core pledges.

100% UPTIME GUARANTEED

Most service providers promise four 9's or even five 9's in terms of availability, but 99.99% uptime still means you are without service for 52min 35s every year. When dealing with business-critical applications, we don't think you should compromise on availability. If you pay 100% of your fees, you should get 100% availability.

Our commitment to 100% uptime underpins our data centre and managed service portfolio; providing our customers with peace of mind that they will always have access to their data and applications.

ON-PREMISES OR CLOUD AGNOSTIC

For many organisations, the future of IT lies in a hybrid converged infrastructure that features elements of on-premises, colocation and cloud-based products and services. But getting agnostic advice on the best place to deploy each application can be difficult.

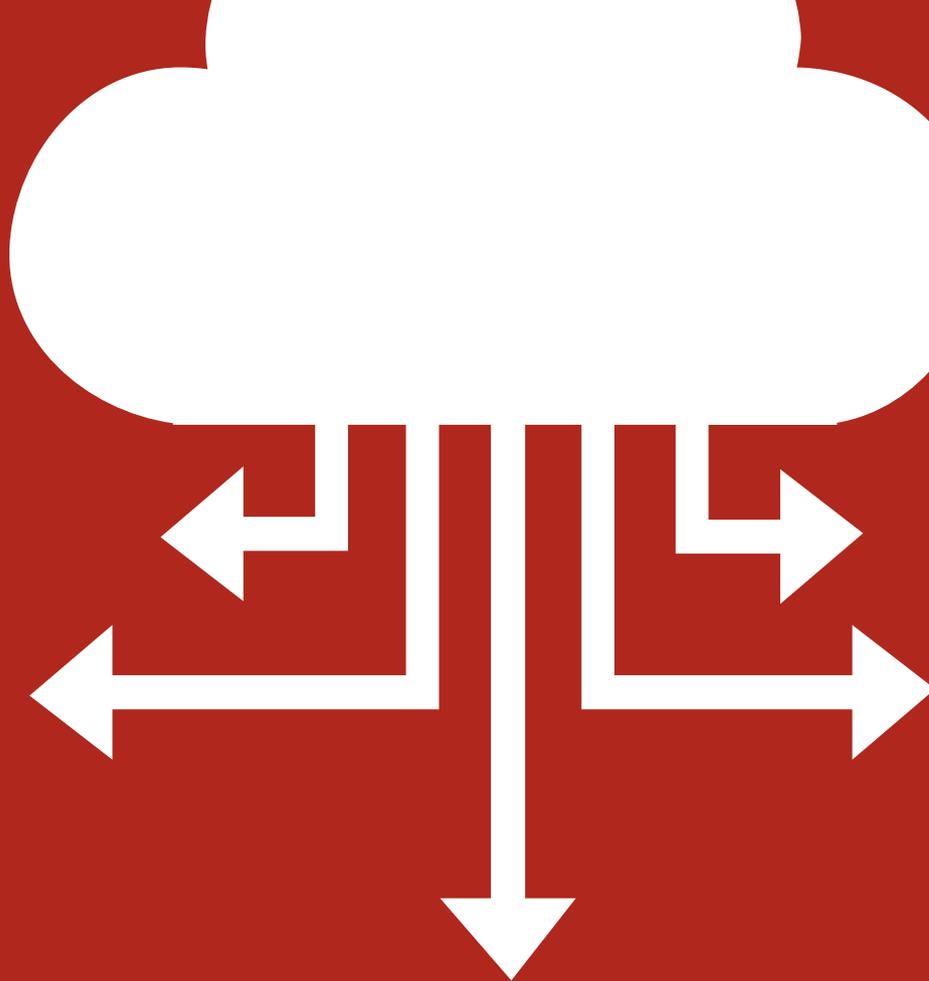
Cloud service providers naturally will only ever promote as-a-service propositions. Likewise, legacy systems integrators will have experience of on-premises hardware but not the skills necessary to transition services successfully to the cloud. In contrast, ONI offers the best of both worlds.

By combining legacy on-premises solutions with our Data Centre services, our customers benefit from transformative digital solutions, deployed where they add most value. Our agnostic approach to deployment helps organisations to gain a competitive advantage by reducing costs and delivering leaner, less complex IT solutions.

PREDICTABLE AND TRANSPARENT COSTS

Cloud services from ONI are provided from a single orchestration platform; one that offers a simplified product range and an all-inclusive price, based on customer usage. There is no need for specialist procurement knowledge to understand a complex product offering or EA pricing structure, let alone fluctuating exchange rates, making it easy to stay in control and avoid unexpected spiralling costs.

ONI Assure Managed Services provide unmatched details about the status of IT infrastructure devices; enabling IT professionals to make better informed investment decisions about life-cycle management and avoid unnecessary costs. Improved visibility of contract renewals, or when devices reach end-of-life and end-of-support, makes budgeting more accurate and more predictable.



AVAILABLE FROM ONI:

- Managed Services & Support
- Hosting & Colocation
- Networking & Connectivity
- Back-Up & Disaster Recovery
- Cybersecurity Solutions
- Contact Centre Solutions
- Mobility & Collaboration
- Unified Communications



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Established in 1992, ONI plc is a leading provider of IT services and solutions. We deliver a unique blend of on-site, hybrid and Cloud computing systems, from our Tier 3+ UK data centres. Our workforce holds over 400 accreditations from vendors such as Cisco, VMware, NetApp, Veeam, Gamma, BT and Microsoft.